

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**WATER RESOURCES OPERATIONS MANAGER  
WATER RESOURCES DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs highly professional administrative and technical work overseeing the daily operations of the Water Resources Department. Employee reports to the Water Resources Director.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is responsible for planning, organizing, directing and coordinating administrative and operational activities of the Water Resources Department. Work involves coordinating and supervising the work of operating division directors and their staff to include Water Maintenance, Water Production, Meter Services, Quality Assurance and Geographic Information Systems (GIS) and Global Positioning Systems (GPS). Supervision is exercised directly or through subordinate supervisors over a staff of professional, technical, operational, and supporting personnel. Employee may represent the department in the absence of the Water Resources Director. Tact and courtesy are required in frequent contact with contractors, vendors, consultants and the general public. Work is performed with considerable independence under limited supervision of the Water Resources Director and is evaluated through conference and the analysis of program achievements.

**ILLUSTRATIVE EXAMPLES OF WORK**

Plans, supervises and directs various assigned activities and personnel including water maintenance, water production, meter services, quality assurance, GIS, and GPS; monitors and reviews the work of operating division directors and resolves problems encountered; assists in troubleshooting and resolving difficult maintenance problems.

Implements operating budget and personnel policy in the Water Resources Department, including direct involvement in policy development; monitors expenditures of divisional funds within approved limitations throughout the fiscal year; identifies and prioritizes capital improvement projects based on operating problems and trends; develops, researches and submits state, federal and local grants for water infrastructure improvement projects.

Plans, organizes, supervises and inspects the work of crews engaged in City utility projects, critical needs projects, grant projects, construction projects, and asphalt and concrete projects.

Makes presentations to various groups on topics pertaining to water programs.

Establishes operational procedures and methods to ensure operational compliance with federal, state and local laws, regulations and guidelines.

## **WATER RESOURCES OPERATIONS MANAGER**

Provides necessary training with supervisors and line level subordinates to ensure compliance with all city and departmental administrative and operating policies.

Receives and investigates complaints, requests or inquiries from the general public pertaining to departmental services or programs, scheduled repairs, water line breaks, conferring with those affected and addressing and resolving issues as appropriate; receives and investigates inquiries and complaints pertaining to personnel matters and addresses those issues as appropriate.

Prepares special and periodic operating and technical reports and studies.

### **ADDITIONAL JOB FUNCTIONS**

Performs related work assignments as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of the administrative practices and procedures relative to water resources management.

Considerable knowledge of the hazards and safety precautions involved in water resources maintenance and water production.

Considerable knowledge of the operation of moderate to heavy motorized equipment.

Considerable knowledge of the principles of supervision, organization and administration.

Considerable knowledge of the current literature, trends and developments in the field of public utilities administration.

Considerable knowledge of state, federal and local grant programs.

Considerable knowledge of ISO 14001 environmental management series certification.

Considerable knowledge of best business practice guidelines for utility management.

Considerable knowledge of asset management programs, replacement and refurbishment programs, and asset funding requirements data.

Considerable knowledge of mapping databases, including GIS and GPS technology and field operations of collecting data and digital formats of mapping GEOdatabase.

Considerable knowledge of backflow and cross-connection requirements for the State of North Carolina.

Ability to prepare concise budgetary documents, analytical documents and presentations for grant requests.

Ability to use common office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to plan, assign and coordinate the work of a large professional and technical staff.

Ability to prepare a budget and monitor department expenditures.

Ability to prepare clear and comprehensive financial, administrative and analytical reports.

## **WATER RESOURCES OPERATIONS MANAGER**

Ability to read and interpret blueprints and engineering specifications.

Ability to express ideas orally and in writing.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's degree in civil engineering, public administration, or a related field, and 3 to 5 years of progressively responsible professional experience in public utilities administration, including supervisory experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health and safety of the employee or others in the workplace.

Salary Grade 25  
Exempt